NextMail℠

NextMail User's Manual

Version 3.4

Customer Care: 888-858-6245

pdv™
PACIFIC DATAVISION, INC.

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1. Overview

1.1. NextMail

NextMail is a unique mobile communications service that works on **ALL Sprint phones**. It is a simple but powerful business messaging, collaboration and documentation tool. NextMail allows customers to easily document important messages or events instantly by simply making a phone or Direct Connect call. The audio message can be instantly delivered via E-mail, to the web at www.nextmail.com, or to most US based mobile phones. Messages can be sent from one to 50 mobile phone or E-mail recipients. With NextMail Pro, a sender can additionally send their location and digital photos to a person or group of 50 anywhere in the world.

NextMail is the fastest way to send a message to E-mail address or a mobile phone. If sent to an E-mail address, the contact can immediately reply with a text message back to the phone. If the message was sent to a mobile phone, the contact can respond with their voice instead of having to type a text reply. NextMail contacts need not be subscribers. All messages are date and time stamped adding further documentation to the message. In addition, just by looking at the E-mail subject line, the contact knows who it is from and can tell exactly what the message is about before it is opened. This functionality provides tremendous value to dispatch and customer support operations working with field service teams and other mobile workers.

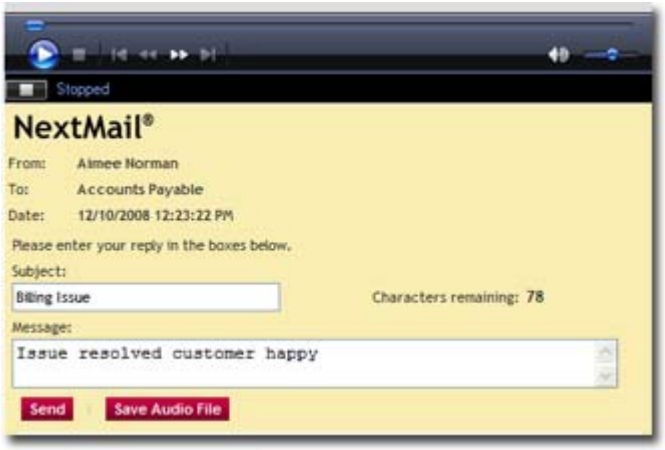

Figure 1-1: Sample E-mail Message with Text Message Reply

2. How to Set up and Manage Your Profile

2.1. Login

1. Access the web site by typing **www.nextmail.com** into your web browser.
2. The first time you log in to the web site, enter your 10-digit mobile phone number (no spaces or hyphens) as the member name and your temporary, 6-digit password that was sent to you in a text message or E-mail.
3. Click **Login**.
4. After logging into your account, read the subscriber agreement.
5. Click **Continue**.

Tip: Add the Login page to your web browser's Bookmark or favorites list to access it easily.

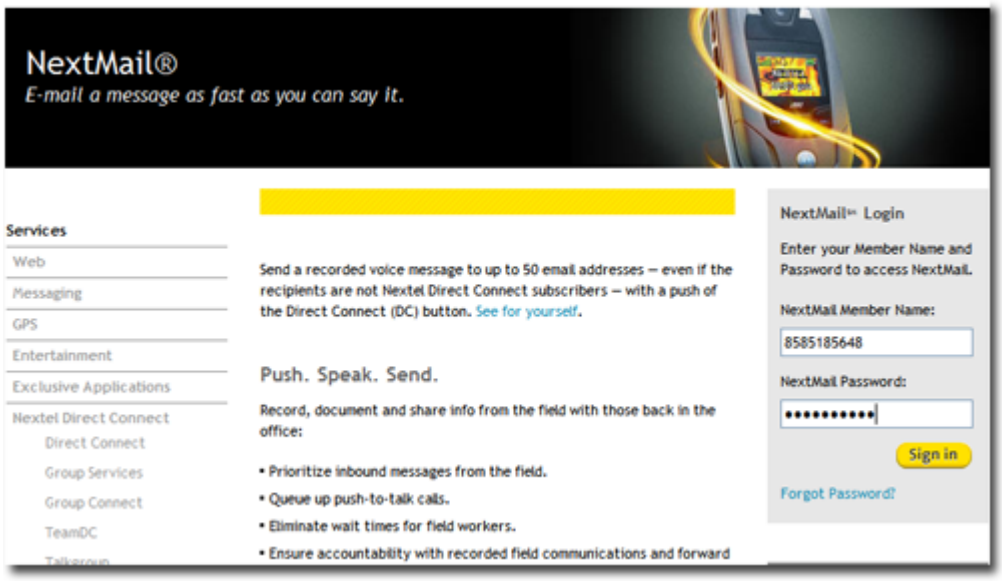

Figure 2-1: Login Page

2.2. Edit Your Profile and Login Information

IMPORTANT: to ensure the security of your account, change your user name and password from the default settings.

1. From the main menu, select **My Profile.**
2. In the **User Name** text box, type in your new user name.
3. In the **Password** text box, type in your new password and retype it to confirm it. Use at least six characters with no spaces for your password. You will use this name to login to the web site.
4. Check and if necessary, edit your profile information including:
   - First and last name
   - E-mail address
   - Time zone and daylight savings settings
5. From the **Secure Question** drop-down box, select a security question.
6. In the **Your Answer** text box, type in the answer to your security question.
7. Click **Update**.Keep the **Yes, I would like to receive periodic updates about my account** check box selected to receive product updates, enhancements and promotional notifications.

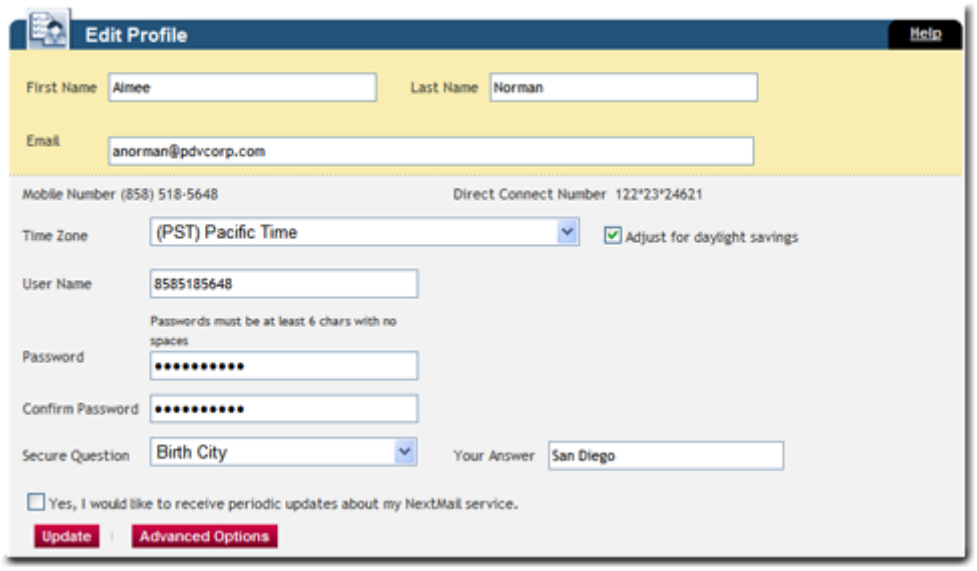

Figure 2-2: Edit Profile

2.3. E-mail Purged Messages

The system automatically removes messages on a first in first out basis that are older than 90 day sand that exceed the 100 message limit. The system default setting sends purged messages to your E-mail address. You can change this setting to simply have them deleted and not emailed to you.

1. From the main menu, select **My Profile.**
2. Select **Advanced Options**.
3. Deselect the **E-mail 'System Purged Messages' to me** option. The default setting sends the purged messages to your E-mail.
4. Click on **Update**.

2.4. Text Message Reply Options

You can control whether or not contacts can reply with text messages back to your phone. Senders and contacts are not charged for sending or receiving text messages.

1. From the main menu, select **My Profile.**
2. Select **Advanced Options**.
3. Check the box next to the **Send 'Replies' to my phone**—if you want your contacts' text messages to go to your phone.
4. Click **Update**.

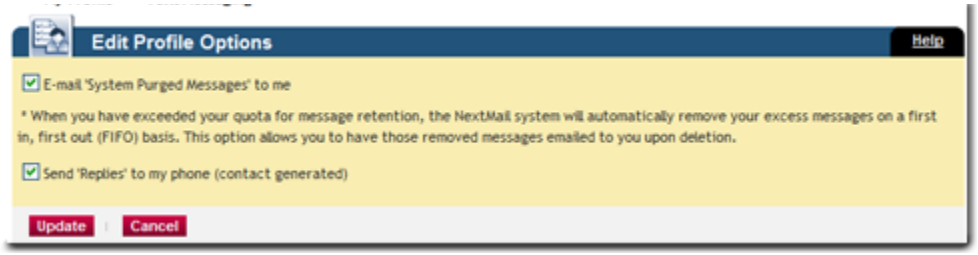

Figure 2-3: Edit Profile Options

2.5. Action Items Personal Productivity Contacts

After your initial set up, you can get a feel for working with the system right away by using the **Action Items** contact. **Action Items** is one of the Personal Productivity Contacts that allows you to use your mobile phone to send yourself reminders and follow-up action items to your E-mail inbox while on the go.

If you supplied an E-mail address during registration,the system automatically set up a contact named **Action Items** in your **Contacts** list. You will also have a text message on your phone with the **Action Items** number. Use your menu options to add the number to the phonebook in your mobile phone and name it **Action Items** or something appropriate that you will remember.

2.5.1. How to Send a Yourself a Reminder using Action Items

If you are using a phone with a **Direct Connect** button follow the instructions for **Direct Connect**. All others use the **Send** and **End** button.

1. Select **Action Items** from the phonebook in your mobile phone.
2. Press the **Send** or **Direct Connect** button.
3. Once you hear the prompt speak into the phone.
4. When finished, hang up the phone or release the **Direct Connect** button.

Figure 2-4: Action Items on a Phonebook List

3. How to Manage Individual and Group Contacts

You will need to set up a list of individuals to receive your NextMail messages. When you set up a contact, the system automatically assigns the contact a number that you will store in your mobile phone.

Fast Track Instructions

Select **Contacts** > Click **Create Individual Contact** > Type in **Name**, **E-Mail address** and optional: **Mobile Phone number** > Click **Add**.

3.1. Add Individual Contacts

1. From the main menu, select **Contacts.**
2. Click on **Create Individual Contact**.
3. In the **Name** text box, type in the new contact's name, or use the **Address Book Contact** drop-down to select a contact.
4. In the **Email** text box, type in the new contact's E-mail address if you want the message to go to their E-mail inbox.
5. Optional: in the **Mobile Phone** text box, type in the contact's number (no extra spaces or characters) to send the message to their mobile phone via text message with a number to call to retrieve the audio.*
6. Optional: select the **Attach real time location** option to send an interactive map, GPS coordinates, time stamp and approximate address to this contact.
7. Optional: select the **Send contact info to phone** option to send a text message to your phone so you to add the new contact and number to your mobile phone.
8. Optional: in the **Subject Line** text box, type in a phrase that will display in the subject of the messages to allow contacts to see what the message is about before listening to it. If left blank, the **Name** text will display in the message subject line.
9. Click **Add**.

* You can send messages to either the contact's E-mail inbox and/or their mobile phone.

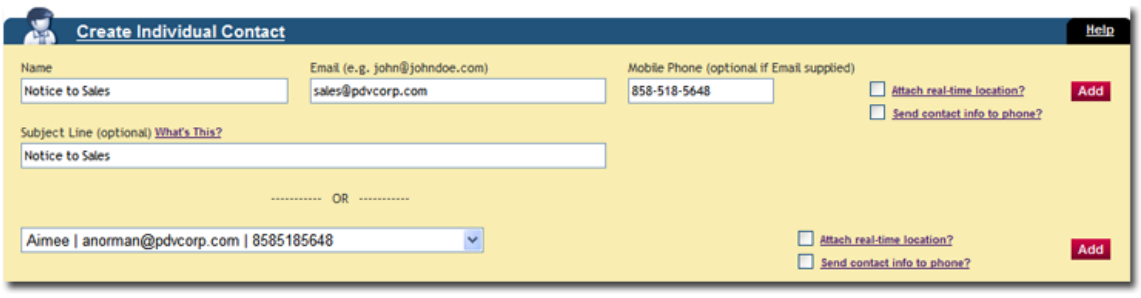

Figure 3-1: Add an Individual Contact

3.2. Edit the Individual Contact's Name or Destination

1. From the main menu, select **Contacts**.
2. Under **Options** select the **Edit** icon .*
3. In the **Name** text box, type in the new contact's name, or use the **Address Book Contact** drop-down to select a contact.
4. In the **Email** text box, type in the new contact's E-mail address if you want the message to go to their E-mail inbox.
5. **Optional***:* in the Mobile Phone text box, type in the contact's mobile phone number (no extra spaces or characters) if you want the message delivered to the recipient's mobile phone via text message with a number to call to retrieve the audio.**
6. Check the Use Email box to send to the contact's E-mail address. Check the Use Phone box to send to the user's mobile phone. Check both to send messages simultaneously to both destinations.
7. Optional: in the **Subject Line** text box, type in a phrase that will display in the subject of the messages to allow contacts to see what the message is about before listening to it. If left blank, the **Name** text will display in the message subject line.
8. Click **Update**.

* If the Edit icon is not available and a multi-person icon is displayed, the individual contact is not editable because it shares options with another group of contacts and can be edited only by an Account Manager.

** Only add the mobile phone number if you want the member to receive messages on their mobile phone. Do not use spaces or extra characters in the Mobile Phone text box.

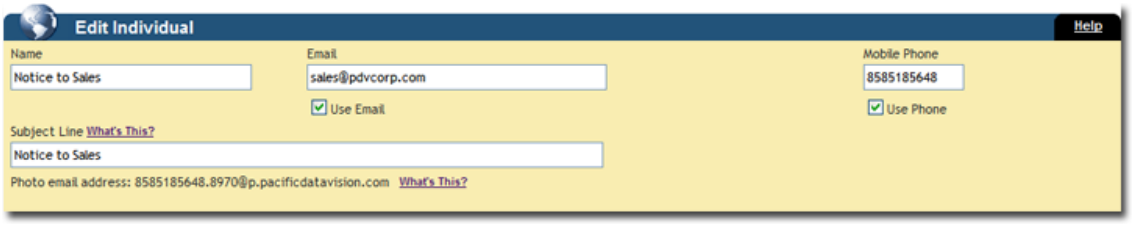

Figure 3-2: Edit the Individual Contact's Name and Destination

3.3. Edit Individual Contact's Messaging and Notification Options

1. From the main menu, select **Contacts**.
2. Under the **Options** headerselect the **Edit** icon *.
3. Under **Contact E-mail Options,** select the following options that define how the contact receives messages:
   - **Send body of message as text only**—sends the body of the message as text for contacts who have E-mail programs that do not support HTML-based messages.
   - **Attach audio file to message**—allows your contact to play the audio from an attachment to the message and copy it to their hard drive for archiving. If you leave it unselected, your contact will stream the audio from the server.
   - **Listened-to Notification**—sends a text message to your phone confirming that the contact listened to your message.
   - Select the **Attach real time location** option to send an interactive map, GPS coordinates, time stamp and approximate address to this contact.
4. Under **Contact E-mail Permissions**, select one of the following options:
   - **Allow contact to listen and reply to my messages**—is the default setting and allows your contact to reply to your voice message with a text message back to your phone.
   - **Allow contact to listen and transcribe message**—allows you or your contact to transcribe the message and have it stored as text on the server with a time and date stamp.
   - **Allow contact to listen only**—does not allow transcription or replies.
   - **Standard Forms**—attaches a specialized form to the message. The form can be filled out while listening to the message and the information collected in the form imported into Outlook.
5. Under **Send Options**, select one of the following options for updating your phone:
   - **Do Not Send**—this default setting does not send a text message to your phone to update your contacts.
   - **Send SMS to My Phone**—check the radio button to have a text message sent to your phone with the contact information to update your phone.
- **Send vCard to my profile Email**—if you have a Smart phone, you can check the radio button and have a vCard sent to the E-mail address in your Profile. .
6. Click **Update** to finish.

* If the Edit icon is not available and a multi-person icon is displayed, the individual contact is not editable because it shares options with another group of contacts and can be edited only by an Account Manager.

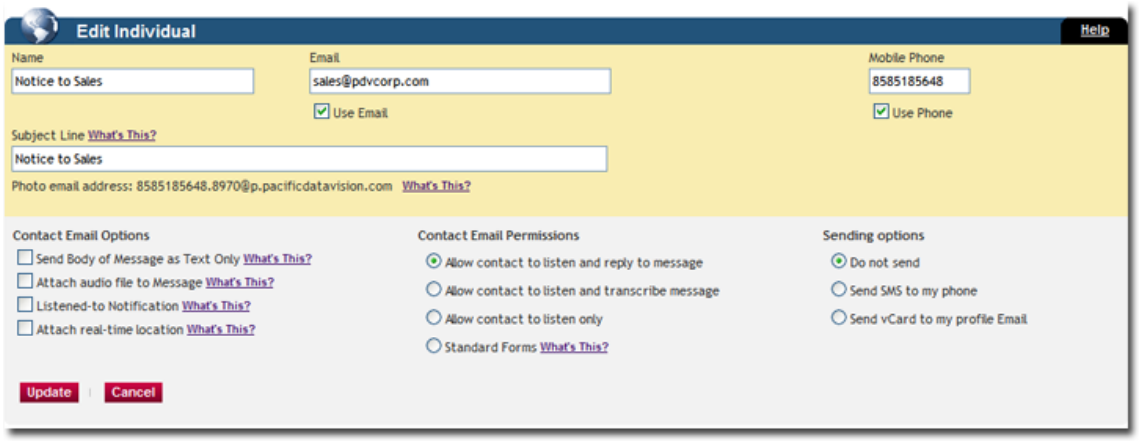

Figure 3-3: Edit Individual Contact's Permissions and Options

3.4. Delete Individual

If you delete the contact it will no longer be available on your mobile phone and you will have to delete it. If you wish to change the name of the Contact or Subject Line, use the Edit function.

1. From the main menu, select **Contacts.**
2. Under the **Options** header select the **Delete** icon ✖ .
3. Optional: Select the Send a 'Delete this entry from my phone' text reminder to my phone.
4. Click **OK**.

Note: If the Edit icon is not available and a multi-person icon is displayed, the individual contact is not editable because it shares options with another group of contacts and can be edited only by an Account Manager.

Figure 3-4: Delete a Contact

3.5. Create a Group Contact and Add Members

If you need to routinely send messages to multiple people, such as a customer service team, you can set up several contacts to receive a single message with a customized subject line. When you set up a group, NextMail automatically assigns them a number that you will store in your mobile phone.

3.5.1. Fast Track Instructions

Select **Contacts** > Click **Create Group Contact** > Type in **Name** and optional **Subject Line** > Click **Add** > **Optional:** select **Contact Options** and **Permissions** > Add group members and message destinations > Click **Add** > Click **Update.**

3.5.2. Create a Group

1. From the main menu, select **Contacts**.
2. Click on **Create Group Contact.**
3. In the **Name** text box type in the group name.
4. Optional: **Attach real time location** option to send an interactive map, GPS coordinates, time stamp and approximate address to this contact.
5. Optional: select the **Send contact info to phone** option to send a text message reminder to your mobile phone to add the new group name and number.
6. Optional: in the **Subject Line** text box, type in a phrase that will display in the subject line of the messages that you send to this group allowing them to see what the message is about before listening to it. If left blank, the Group Name text will display in the message subject line. The maximum number of characters is 50.
7. Click **Add.**

Figure 3-5: Create a Group Contact

8. On the **Edit Group Contacts** page, under **Contact Email Options**, select the following group messaging options:
   - **Attach audio file to message**—allows your contact to play the audio from an attachment to the message and copy it to their hard drive for archiving. If you leave it unselected, your contact will stream the audio from the server.
   - **Send body of message as text only**—sends the body of the message as text for contacts who have E-mail programs that do not support HTML-based messages.

- **Listened-to Notification**—sends a confirmation message to your phone each time a contact listens to your message.
- **Attach real time location**—sends an interactive map, GPS coordinates, time stamp and approximate address to this contact.

9. Under **Contact Permissions**, select one of the following options:
   - **Allow contact to listen and reply to message**—is the default setting and allows your contact to reply to your voice message with a text message back to your phone.
   - **Allow contact to listen only**—does not allow replies.
   - **Standard Forms**—attaches a specialized form to the message. The form can be filled out while listening to the message and the information collected in the form imported into your Outlook Calendar or Contacts.
10. Under **Send Options**, select one of the following options for updating your phone:
    - **Do Not Send**—this default setting does not send a text message to your phone reminding you to update your contacts.
    - **Send SMS to My Phone**—check the radio button to have a text message sent to your phone so you can update your contacts.
    - **Send vCard to my profile Email**—if you have a Smart phone, you can check the radio button and have a vCard sent to the E-mail address in your Profile.

NOTE: The **Allow contact to listen and transcribe message option** is not available when it is a Group Contact. This is to prevent multiple transcriptions of the same message.

1. Under **Contact Group Member Administration**, type in the new member's information in the Name and Email address text boxes, Or use the **Address Book** drop-down box *to* highlight the contact
2. Optional: type a Mobile Phone number* in the text boxes, (no extra spaces or characters) if you want the message delivered to the recipient's mobile phone via text message with a number to call to retrieve the audio.*
3. Cick **Add** to move the contact to the Group.
4. Click **Update**.

* Only add the mobile phone number if you want the member to receive messages on their mobile phone. Do not use spaces or extra characters in the **Mobile Phone** text box.

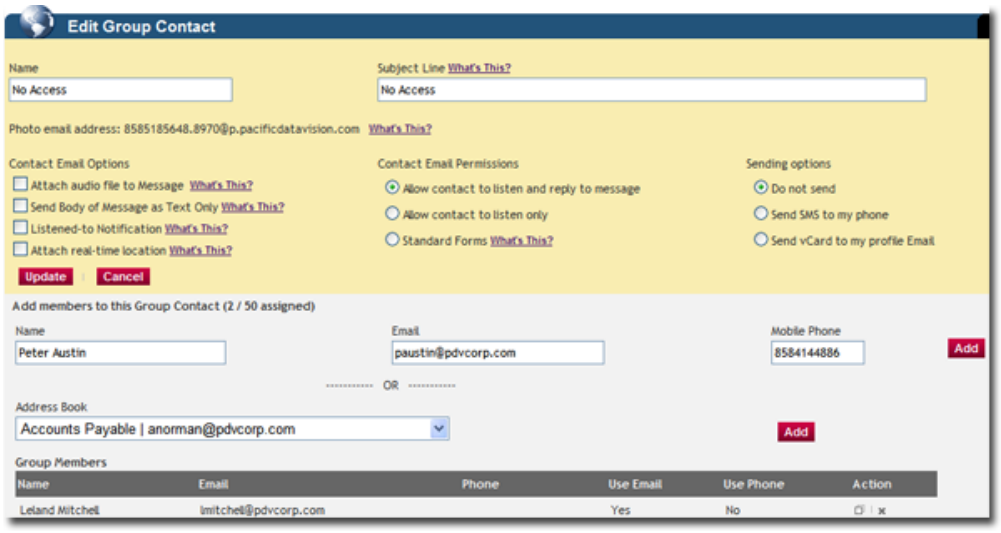

Figure 3-6: Group Contact Options and Add Members

3.6. Edit the Group's Name or Subject Line

1. From the main menu, select **Contacts**.
2. select **Edit** .
3. In the **Name** and **Subject Line** text boxes, type in the necessary changes.
4. Click **Update**.

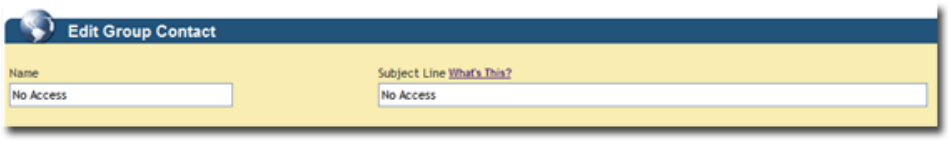

Figure 3-7: Edit a Group Contact

3.7. Edit the Group's Contact Options and Permissions

1. From the main menu, select **Contacts**.
2. select the **Edit icon** .
3. On the page, under **Options**, select the group contact messaging options:
   - **Attach audio file to message**—allows your contact to play the audio from an attachment to the message and copy it to their hard drive for archiving. If you leave it unselected, your contact will stream the audio from the server.
   - **Send body of message as text only**—sends the body of the message as text for contacts who have E-mail programs that do not support HTML-based messages.
   - **Listened-to Notification**—sends a confirmation message to your phone each time a contact listens to your message.
   - **Attach real time location**—sends an interactive map, GPS coordinates, time stamp and approximate address to this contact.
   - **Allow contact to listen and reply to my message**—is the default setting and allows your contact to reply to your voice message with a text message back to your phone.
   - **Allow contact to listen only**—does not allow replies.
   - **Standard Forms**—attaches a specialized form to the message. The form can be filled out while listening to the message and the information collected in the form imported into your Outlook Calendar or Contacts.
4. Under **Send Options**, select one of the following options for updating your phone:
   - **Do Not Send**—this default setting does not send a text message to your phone reminding you to update your Contacts.

- **Send SMS to My Phone**—check the radio button to have a text message sent to your phone so you can update your Contacts.
- **Send vCard to my profile Email**—if you have a Smart phone, you can check the radio button and have a vCard sent to the E-mail address in your Profile.

5. Click **Update**.

* If the Edit icon is not available and a multi-person icon is displayed, the group contact is not editable because it shares options with another group of contacts and can be edited only by an Account Manager.

NOTE: The **Allow contact to listen and transcribe message option**is not available when it is a Group Contact. This is to prevent multiple transcriptions of the same message.

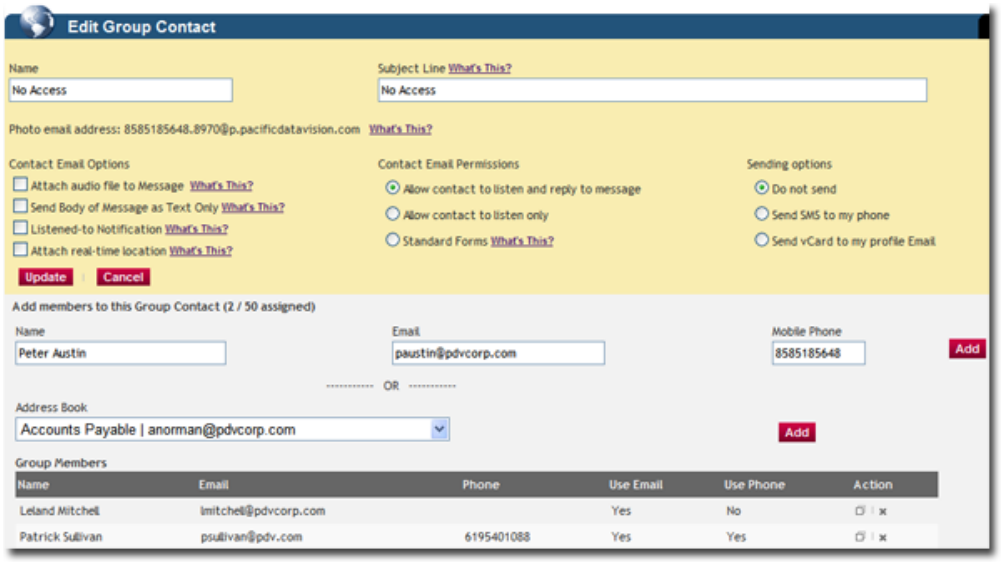

Figure 3-8: Edit Group Contact Options and Permissions

3.8. Add or Remove a Member from the Group

1. From the main menu, select **Contacts**.
2. Under the **Group Contact Options** select the **Edit icon** .
3. Under **Contact Group Member Administration**, type in the new member's information in the Name and Email address text boxes, Or use the **Address Book** drop-down box to highlight the contact
4. **Optional**: type a Mobile Phone number in the text boxes, (no extra spaces or characters) if you want the message delivered to the recipient's mobile phone via text message with a number to call to retrieve the audio.*
5. Cick **Add** to move the contact to the Group.
6. To delete a contact, click on **Delete** next to the group member you want to remove
7. Click **Update**.

* Only add the mobile phone number if you want the member to receive messages on their mobile phone. Do not use spaces or extra characters in the **Mobile Phone** text box.

NOTE: Members deleted from the group are moved to the Address Book.

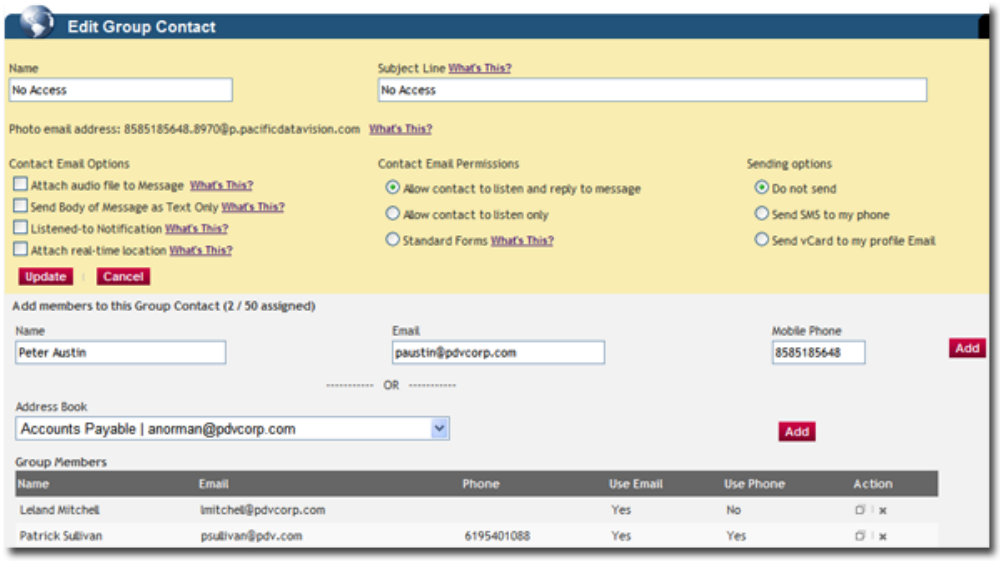

Figure 3-9: Add or Remove Members from the Group Contact

3.9. Change the Group Contact Member's Message Destinations

If a member of the group has both an E-mail address and a mobile phone number associated with their name, you can change the destination where they receive their messages.

1. From the main menu, select **Contacts**.
2. Under the **Group Contact Options** select the **Edit icon** .
3. Under the **Contact Group Member Administration** section, click on the **Edit icon** under **Action**.
4. 4. Check the box **Use Email** to make the member's E-mail address the destination for messages, check the **Use Phone** box to make member's mobile phone the desintation for messages, or check both for simultaneous delivery of messages.

Figure 3-10: Select a Different Message Desintation for the Group Contact Member

3.10. Delete the Group

If you delete the Contact it will no longer be available on your mobile phone and you will have to delete it. If you wish to change the name of the Contact or Subject Line, use the **Edit** function.

1. From the main menu, select **Contacts**.
2. Under the Group Contact **Options** header, select the **Delete** icon ✖ .
3. Optional: Select the Send a 'Delete this entry from my phone' text reminder to my phone.
4. Click **OK**.

***NOTE**:* Remember that you must also delete the number from your mobile phone.

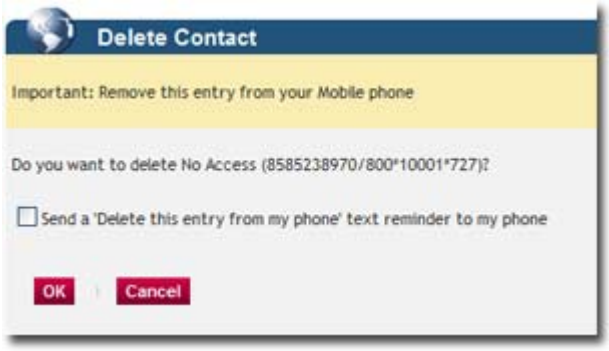

Figure 3-11: Delete the Group Contact

3.11. How to Manage the Address Book

The Address Book provides a means of organizing and archiving your contact data.

3.11.1. What You Should Know About the Address Book

When you add names and E-mail addresses directly to the contact list, the information is automatically copied to your **Address Book**.

- You can use the **Address Book** to add contacts to your individual or group Contacts**.**
- The **Address Book** may contain up to 400 addresses.
- Updates to the **Address Book** will change the data in **Contacts**.
- If you delete a name from **Contacts** it is archived in your **Address Book.**
- You can only delete names from the **Address Book** if they are not currently listed in your **Contacts**.
- Name and E-mail address are saved in the **Address Book**, custom subject lines are independent.

3.11.2. Add Names to the Address Book

1. From the **Contacts** menu, select **Address Book.**
2. In the **Name** text box, type in the new name.
3. In the **E-mail** text box, type in the new E-mail address.
4. In the **Phone** text box, type in the new mobile phone number, do not add spaces or extra characters.
5. Click on **Add**.

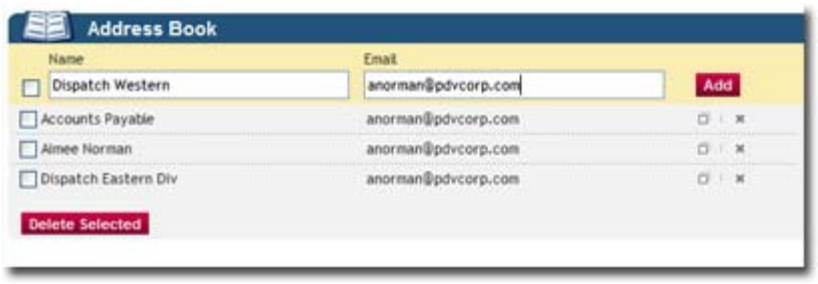

Figure 3-12: Add Names and E-mail Addresses to the Address Book

3.11.3. Edit Names in the Address Book

1. From the **Contacts** menu, select **Address Book.**
2. Select the **Edit icon** next to the contact name and E-mail you want to edit.
3. In the **Name, E-mail** and **Phone** text boxes, type in the necessary changes.
4. Click **Update**.

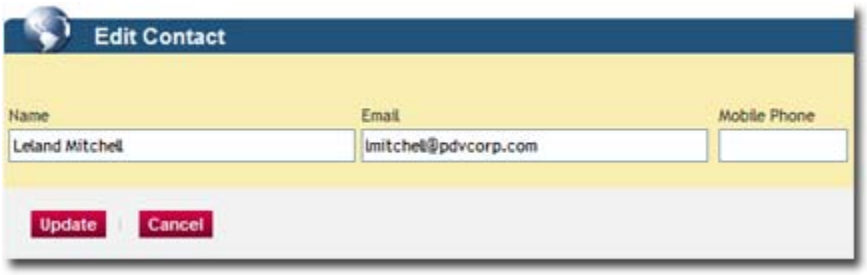

Figure 3-13: Edit the Names in Address Book

3.11.4. Delete Names in the Address Book

1. From the **Contacts** menu, select **Address Book**.
2. Select the **Delete** icon ✖ or check the boxes left of the addresses you want to delete and click on **Delete Selected**.
3. Select **OK**.

NOTE: You can only delete names and E-mail addresses from the **Address Book** if they are not in use**.**

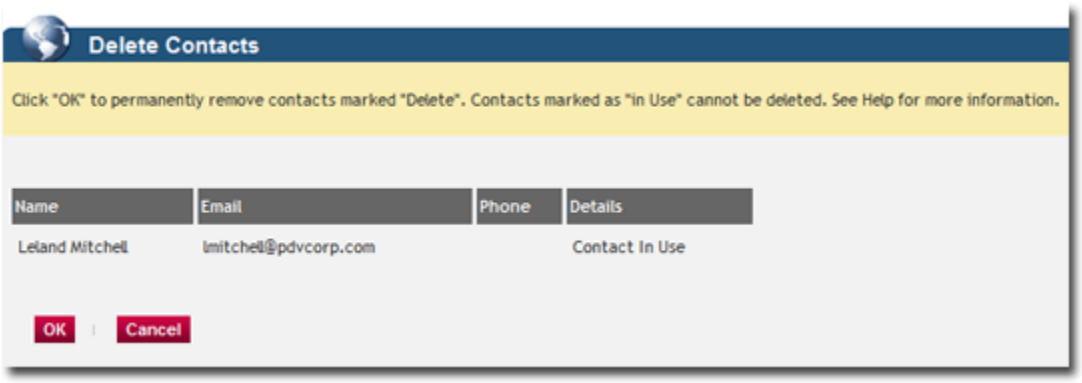

Figure 3-14: Delete Names in the Address Book

4. How to Send and Listen to a Message

4.1. Store Contacts to a Mobile Phone

The number(s) you store in your phone will depend on if you are using Direct Connect (example: 800*10001*25) or regular phone number (example: 858-523-8977). If you have a Direct Connect mobile phone, you can store both types of numbers with the contact.

If you checked the **Send to Phone** box when creating your contacts, you will receive a text message notice on your mobile phone to add the number to your phonebook. Many phone models allow you to scroll down and highlight the number in the text message and then press **Save** to automatically enter it into the phonebook.

The exact steps for adding a contact will depend on your mobile phone model.

1. On your mobile phone select **Contacts**.
2. Select **Add New Contact**.
3. Type the contact name. You can add a character to the beginning of the name, such as period, to group all of your NextMail contacts together.
4. If you are using a Direct Connect number (example: 800*10001*25) enter the contact number under **Direct Connect** or **Radio**. If using a regular number (example: 858-523-8977) enter the contact number under **Work**.

Note: to send the contact and photo E-mail address to your Smart phone from the web site, go to **Contacts** > click on the **Edit Contact** icon > select **Send vCard to my profile Email.** Follow the procedures for storing contacts from a vCard for your particular phone model.

Figure 4-15: Store a Contact to a Mobile Phone

4.2. Send a Message

Sending a message is as simple as making a call from your mobile phone.

1. Select a contact from your mobile phone's phonebook list.*
2. Press the **Call / Talk** button. For Direct Connect hold the **PTT / Direct Connect** button.
3. Once you hear the prompt speak into the phone. For Direct Connect, speak after the chirp.
4. When finished press the **End** button to hang up or press the **#** key to hear a confirmation that your message has been sent. For Direct Connect, release the **PTT / Direct Connect** button and one or more beeps will confirm that your message has been sent.

If you are using a Push to Talk phone with a **Direct Connect** button follow the instructions for **Direct Connect**. All others use the **Call / Talk** and **End** buttons.

* If you have both a Direct Connect number (800*10001*50) and an regular number (858-532-4000) stored in your phone, you may use either number to create a NextMail message.

Figure 4-16: NextMail Contacts

4.3. Listen to a Message from the E-mail Inbox

Messages are delivered to an E-mail inbox and/or a mobile phone. When you receive a message as an E-mail message will display in your inbox.

1. Open the E-mail.
2. Click the **Listen to your NextMail Message** link to play the message.

Figure 4-17: Listen to a NextMail Message

4.3.1. Viewing a Message with Location, Photos and Reference Number

When you receive a NextMail message with location, an E-mail message will display in your inbox like a regular NextMail message. A message with location displays the GPS position, address, accuracy report* and a map with the ability to change the map view. Reference numbers sent with messages will display in the subject line of the E-mail.

1. Open the E-mail.
2. Click the **Listen** link to play the message and view the location map.
3. The following tools are available to edit the map view:

	Click on the arrows to pan in different directions.
	Click on the magnifying glass to zoom in or out.
	Mouse over the pin to view the contact name, time stamp and if available the address.
2-D or 3-D	The default location view is two dimensional, to change to a three dimensional view using Virtual Earth, click on 3D.
Road	Road view is the default. It displays the location along with surrounding streets and highways labeled with the names.
Aerial	Aerial displays an above ground photograph of the location.
Labels	Displays street name labels.
Bird's eye	Bird's eye displays an aerial photograph of the location that is closer to the ground than the aerial view.

*The accuracy report will display either the approximate location radius in meters or greater than 1000.

If a photos is attached to the message, click on the photo or the time stamp below it to increase its size and see additional detail such as a license plate number. There is one additional level of zoom level on the photo after it has been selected.

4. If there is more than one photo, use the scroll bars to move to the right and view the other photos.

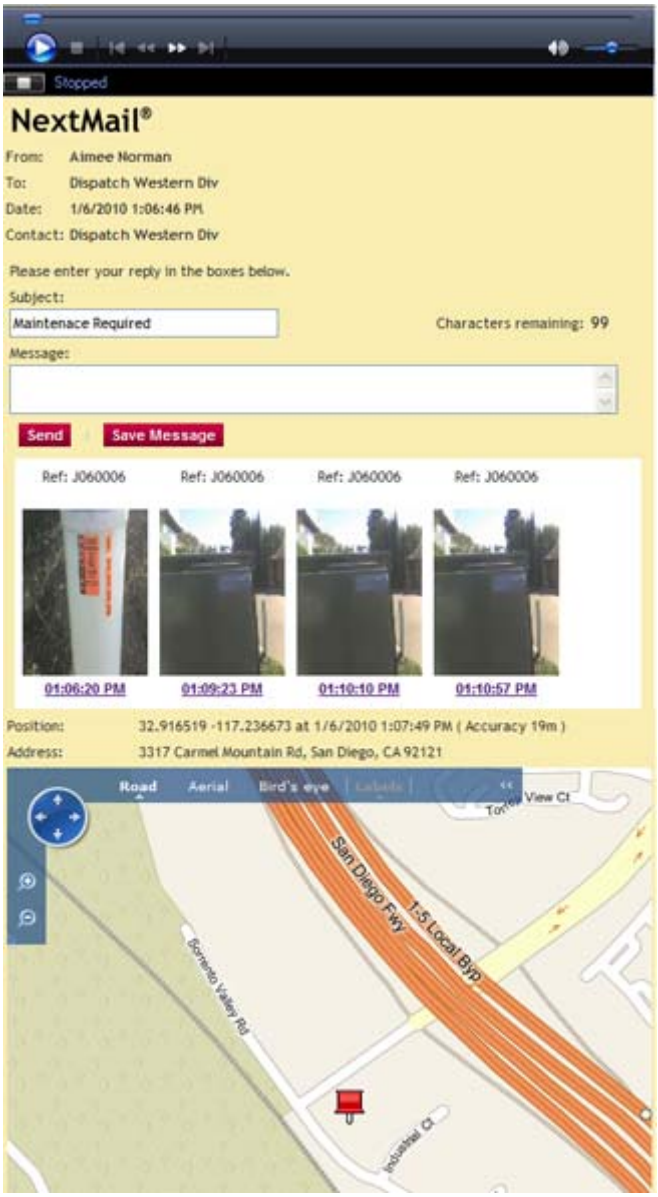

Figure 4-18: NextMail Message with Location, Photos and Reference Number

4.3.2. Optional Text Reply

If you send reply text it will be sent immediately to the sender's mobile phone and saved on line as a subset of the message along with the time and date stamp of the reply.

1. Open the message and click the link.
2. In the **Message** box, type the text.
3. Optional: type in a new subject line.
4. Click **Send**.

Note: The reply subject line defaults to the name of the contact or if supplied, the subject line associated with the contact. You may edit this field or leave it as is.

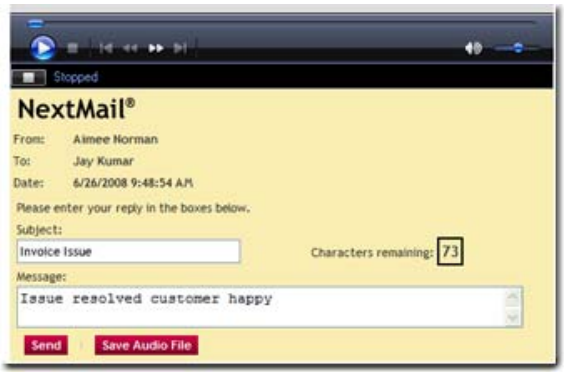

Figure 4-19: Text Reply to a NextMail Message

4.3.3. Optional Text Transcription

The contact's permissions must be set to **Allow contact to listen and transcribe message**. If you transcribe the text it will be saved online and will be viewable from the **Messages** page on the web site.

1. Open the Message and click the link.
2. In the **Transcribe** box, type the text.
3. Click **Update**.

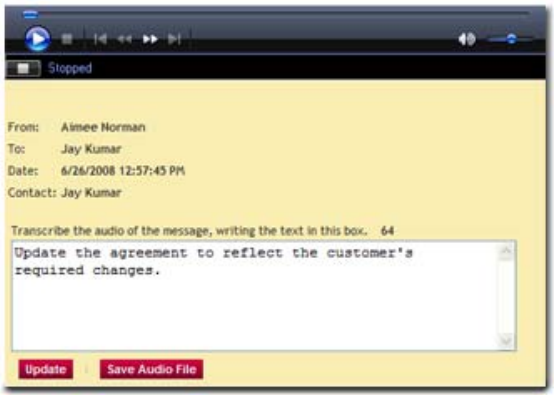

Figure 4-20: Transcribe Text from a Sent Message

4.4. Reply to Text Messages Using Your Mobile Phone

NextMail allows you to answer text messages with voice using "Push to Reply". When you receive a text reply on your phone from a message you sent, you can continue the dialog by pressing the Direct Connect or Call/talk button or to speak your response.

1. Highlight the number in the message.
2. Press the **Call/Talk** button. For Direct Connect hold the **PTT/Direct Connect** button.
3. After the message is recorded, simply release the **Direct Connect** button or press the **End** button to hang up the phone.

4.5. Listen and Reply to a Message on a Mobile Phone

Messages are delivered to the web at www.nextmail.com, an E-mail inbox and/or a mobile phone. When you receive a message on your phone, it is delivered to your text message inbox. You retrieve the audio by calling the phone number in the message. The exact steps may vary depending on your phone model.

1. Open the text message.
2. Highlight the number and press the Call/Talk button or call the number to listen to the message.
3. To reply to the message with voice, press number 1 key on the phone and press the **End** button when finished.

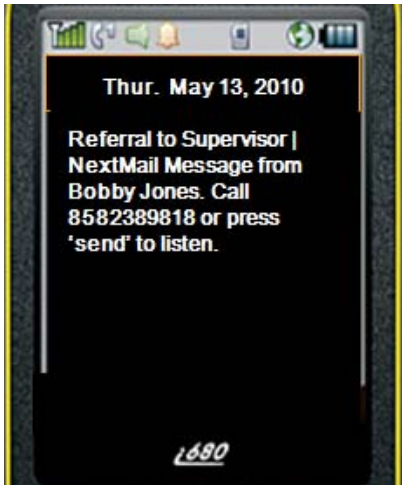

Figure 4-21: View the Text Message Alert to Listen to a Message

5. How to View and Manage Sent Messages

5.1. Overview

The **Messages** page displays your sent messages. Log on to www.nextmail.com and click on **Messages**. From the **Messages** page you can play, transcribe, print, forward, delete and archive messages.

5.2. What You Should Know About Sent Messages

- When the maximum message count exceeds 100 and the messages are older than 90 days, the oldest messages will be purged from the system.
- The **Displayed Messages Count** default is the count of messages listed for the last 7 days.
- Each message that you send is saved automatically.
- The system also saves the replies to each of your messages.
- You can access this page from anywhere with Internet access.
- You can view maps and photos associated with sent messages.
- You can remove a photo from a message and send it to the Unassigned Photos Page.
- Messages to deleted contacts are kept on the system and tagged with an asterisk.

5.3. View Sent Messages

1. From the main menu, select **Messages**.
2. Options:
   - Sort the messages by clicking on one of the headers: **To**, **Subject Line**, **Received** or **Date**.
   - Filter on a contact by using the **Contacts** drop-down menu.
   - Filter on a time period by using the **Date** drop-down menu. The default setting is 7 days.
3. Click on the **Arrow** icon ▶ next to the message to view the message details.

Each message displays the following:

- Name of the contact
- Date and time the message was sent
- If the message was received
- Text and audio message replies
- Subject line
- If the message has been transcribed
- If the message was sent with a location report
- If the message has photos attached

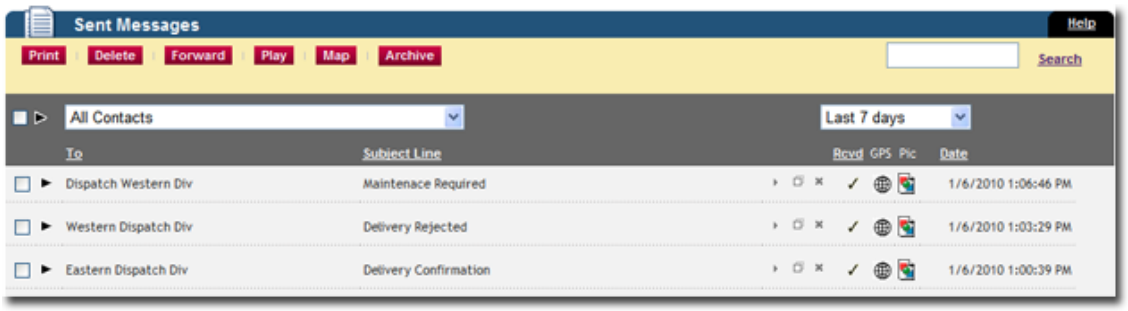

Figure 5-1: View Sent Messages

5.4. View the Map Sent with a Message

You can view the map for messages sent with the location report. View multiple messages on a single map to see progress or positions over a selected period of time. In multi-message view, the messages will display as numbered, flags in sent order.

1. From the main menu, select **Messages**.
2. Check the box(es) next to the message(s) and click **Play** icon on the audio player. **Map**. Use the viewing options to pan or scroll the map.
3. Click on a flagged location to play the message and view the location and user's details.

Figure 5-2: View the Map for Messages Sent with Location Reporting

Figure 5-3: Multi-message View in Sent Messages

5.5. View Photos with Sent Messages

Messages with photos attached are identified with an icon under the Pics header.

1. From the main menu, select **Messages**.
2. Check the box next to the message and click **Play.** Optional: to play multiple messages, check the boxes next to the messages and click **Play**. > to play the next message click **Next**.
3. Click on the photo or the time stamp below it to increase its size and see additional detail such as a license plate number. There is one additional level of zoom level on the photo after it has been selected.
4. If there is more than one photo, use the scroll bars to move to the right and view the other photos. If applied, the reference numbers display above the photos.

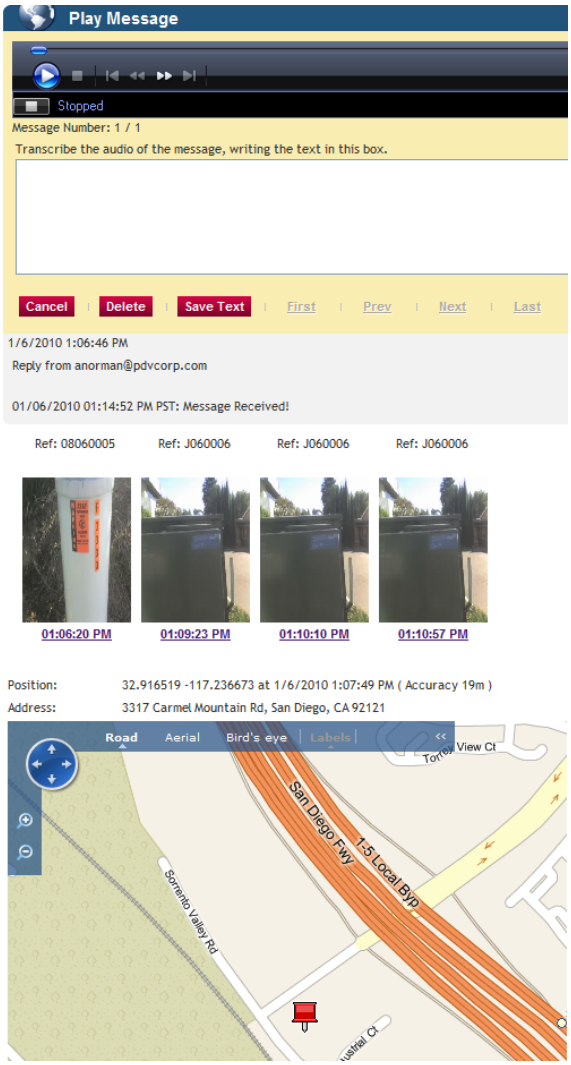

Figure 5-4: Message Sent with Map and Photos

5.6. Unassign a Photo Sent with a Message

If a photo was incorrectly sent with a message the photo can be removed from the message. Clicking **Unassign** will send the photo to the **Unassigned Photos Page**.

1. From the main menu select **Messages.**
2. Click on the **Edit** icon.
3. Click on **Unassign**.

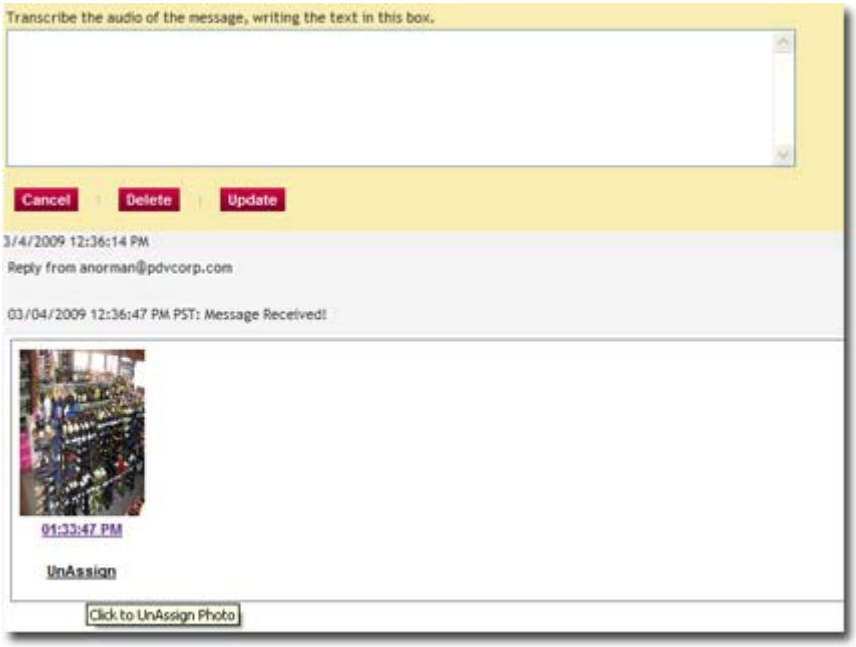

Figure 5-5: Unassign a Photo and Remove it from the Message

5.7. Search for Sent Messages Using Text or Reference Numbers

1. From the main menu, select **Messages**.
2. In the **Search** text box, type in a portion of the reply, transcribed text or reference number.
3. Click **Search**.

Figure 5-6: Search for Text in Sent Messages

5.8. Play Sent Messages and Replies

1. From the main menu select **Messages**.
2. Check the box next to the message and click **Play.** Optional: to play multiple messages, check the boxes next to the messages and click **Play**. > to play the next message click **Next**.

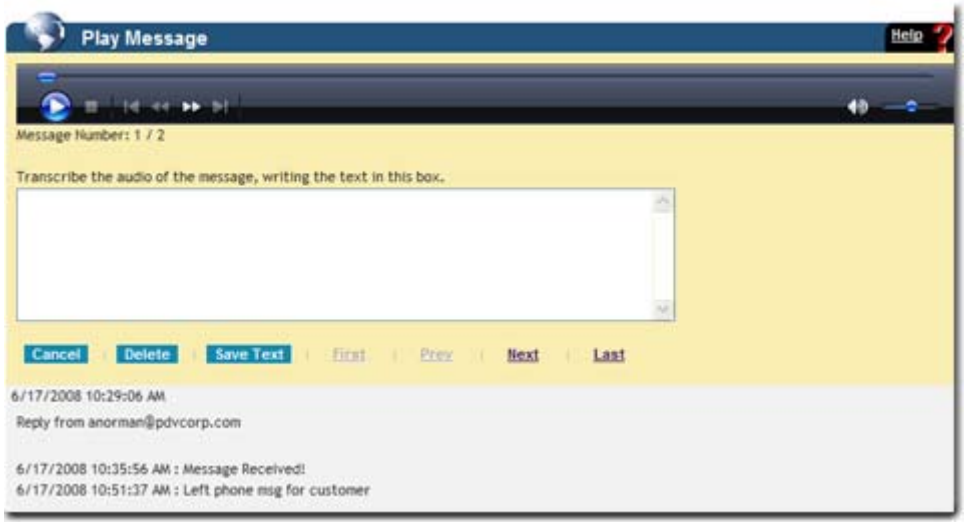

Figure 5-7: Play Sent Messages

5.9. Print Sent Messages

1. From the main menu, select **Messages**.
2. Check the box next to the message and click **Print**. Optional: to print out multiple messages, check the boxes next to the message(s) you want to print and click **Print** from the message sub menu.
3. To print the reply along with the message, check the **Include Replies** box.

Note: location reporting is not printed out for sent messages.

Figure 5-8: Print Sent Messages

5.10. Transcribe Sent Messages

1. From the main menu select **Messages**.
2. Click the **Edit** icon next to the message
3. Use the text box to type the transcription.
4. Click **Update**.

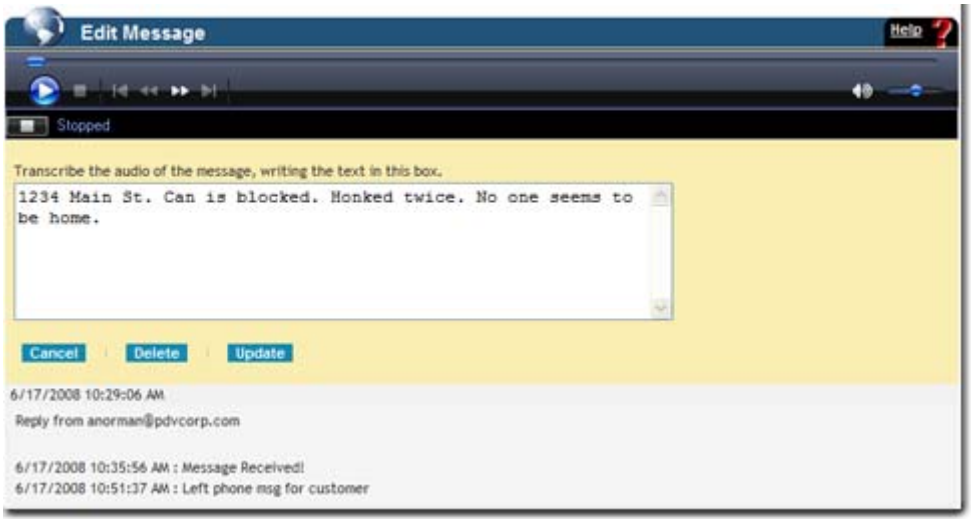

Figure 5-9: Transcribe Messages from the Edit Messages Option

5.11. Retain Sent Messages

Messages can be retained for one year.

1. From the main menu select **Messages**.
2. Click the **Edit** icon next to the message
3. Check the Retain Message box.
4. Click **Update**.

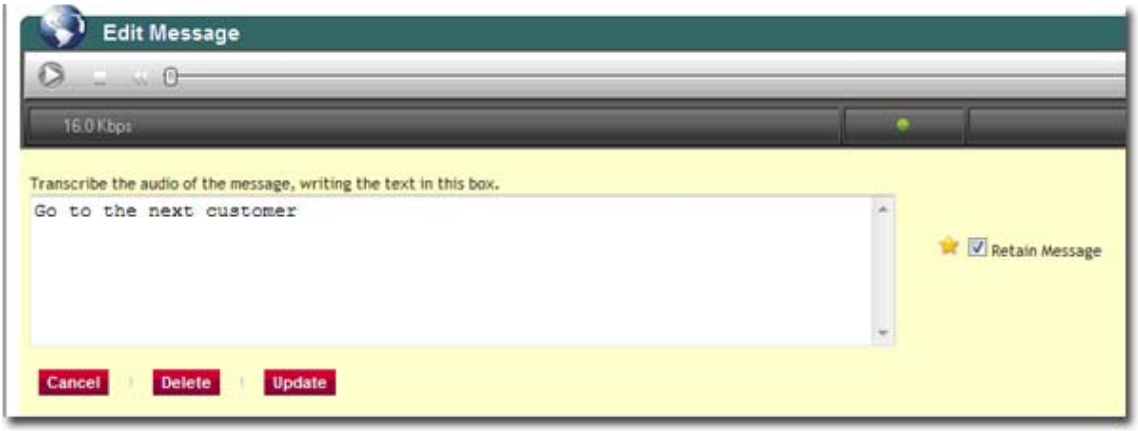

Figure 5-10: Retain Sent Message for One Year

5.12. Forward Sent Messages

Forward messages to clients to provide proof of work completed or easily escalate issues to supervisors or specialists. Forwarded messages include photos, reference numbers and location data if supplied.

1. From the main menu select **Messages**.
2. Check the box next to the message(s) and click **Forward**.
3. Use the text boxes to type the recipient's name and E-mail address or select the contact from your **Address Book** and click **Add**.
4. Optional: change the subject line.
5. By default the **Attach Archive File** is selected to include a ZIP file of the message to save to a computer. It includes audio, text, location photos and message details.*
6. Use the text box to type in a message to the contact about the forwarded message.
7. Click **Send**.

*You can also archive a message after you open a forwarded message by clicking the **Save** button.

Note: The recipient of the forwarded message may need to set their browser to Allow Blocked Content.

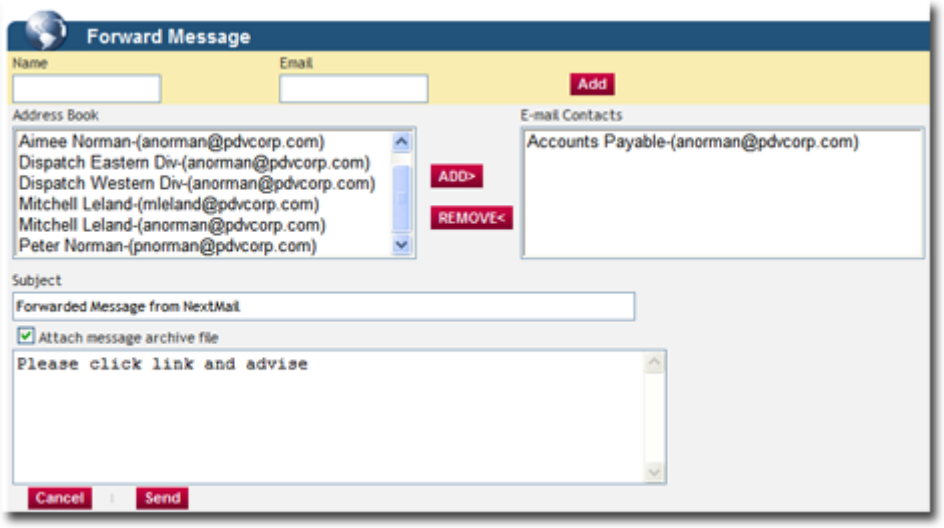

Figure 5-11: Forward Messages

5.13. Delete Sent Messages

1. From the main menu select **Messages**.
2. Click the **Delete** icon ✖ next to the message you want to delete. To delete multiple messages, check the boxes next to the messages you want to delete.
3. Check the **Send Email** box to receive an copy of the message in a ZIP format via E-mail to save to your computer. *
4. Click **Delete**.

* To listen to an archived message and view the entire contents, you need to unzip the file.

Figure 5-12: Delete One or More Messages

5.13.1. Archive Sent Messages

1. From the main menu, select **Messages**.
2. Check the box or multiple boxes next to the message(s)
3. Click **Archive**.
4. Click **Save**.
5. Select the folder and type a name for the archive file.

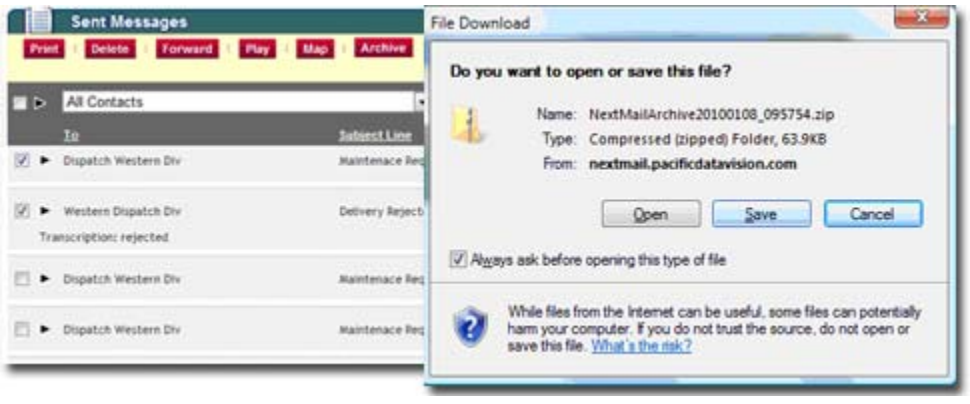

Figure 5-13: Archive Sent Messages

5.13.2. Unarchive Sent Messages

1. From the folder you archived the messages, highlight the ZIPPED archive file.
2. Right mouse button click on the ZIPPED archive file
3. Select **Extract All,** and follow the prompts in the Wizard.

Note: To view and play the message, you must extract the files. The message will not display properly if you double click on the file.

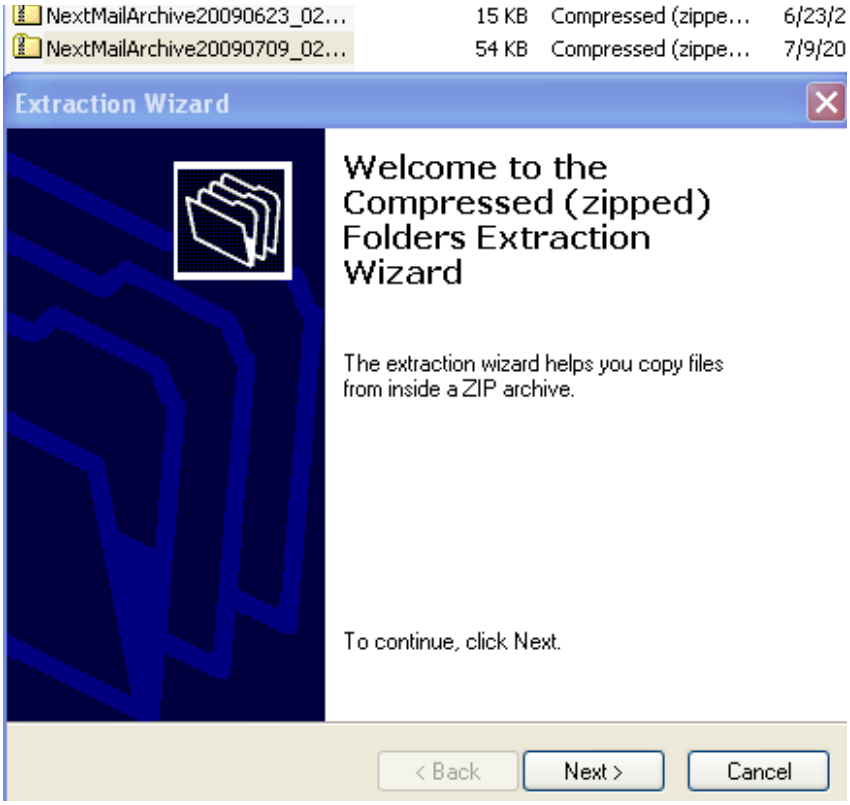

Figure 5-14: Unarchive a ZIPPED NextMail Message

6. How to Send a Text Message

6.1. Overview

Text Messaging allows you to securely send text messages to other subscribers from your computer. When the user receives your text message, they simply speak their reply back to you. The Text Messaging list is made up of all subscribers who have **you** set up as a contact.

6.1.1. Why You Should Use Text Messaging

- You need to send an important notification to a group simultaneously.
- You don't want to interrupt with a voice call.
- Users are in transit, or cannot type a reply.
- Set up a text messaging list for contacts to initiate a text message to you.

6.1.2. What You Should Know About Text Messaging

- You have a maximum of 100 characters.
- You can text message any subscriber who has you listed as a contact.
- If you are in a multi-user company account, you can create a categorized list of text message recipients in the account.
- Your list will be updated automatically as users add you to their contacts list.

6.2. Set up a Text Messaging List

1. From the main menu select **Text Messaging**.
2. Enter your E-mail address click one of the Send Options:
   - **Send Recipients Link-**sends a link with a list of all subscribers who have you set up as a contact.
   - **Send Account Link**-sends a link with a categorized list of all users in a multi-user account.*
3. A link to your text message list will be sent to your E-mail address.
4. From the E-mail message, add the link to your Bookmarks list, or drag the icon from the address bar to your desktop or system tray to create a button for instant access to your list.
5. Optional: E-mail the link to your contacts and they can send text messages even if they are not subscribers.

***** Applies to multi-user company accounts only.

Note: For more information or help on setting up text messaging if you have a multi-user account please contact Product Support at 888-858-6245.

Figure 6-15: Send the Text Messaging List to Your E-mail Inbox

6.3. Send Text Messages from your Computer

1. Click on the link button that you created, or access the Text Messaging Contacts link from your Bookmarks list.
2. From the **Text Messaging** page, check the box next to the users you want to text message. Or, click **Select All** to send the text message to everyone on your list.*
3. Click **Select**.
4. Optional: in the **From** text box, type in a customized subject line.
5. In the **Message** text box, type your message.
6. Click **Send**.

* You can view the list in last name, first name order by checking the **Last Name first** box.

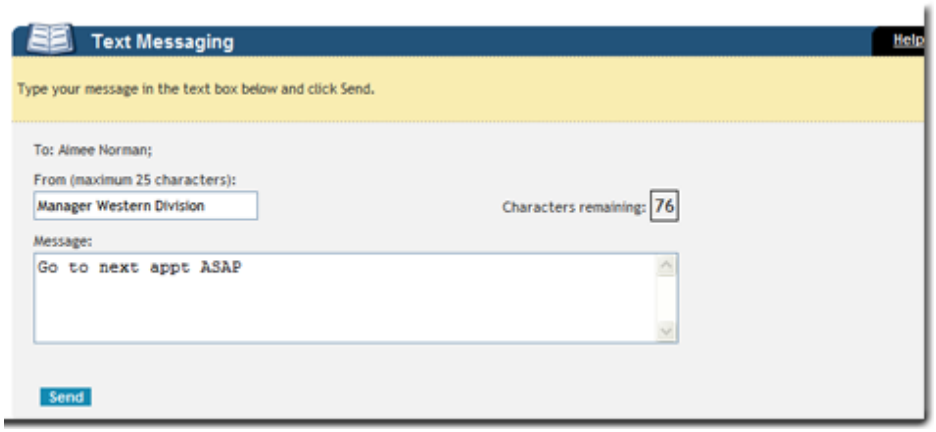

Figure 6-16: Send a Text Message from Your Computer

7. NextMail Pro and Photo Capability

7.1. Overview

This section describes NextMail Pro and photo function that allows users to send a map displaying their location, time stamp and photos of any event or circumstance from their phone along with their NextMail message. These function can be enabled through NextMail Customer Care. For more information or help on sending maps and photos with NextMail messages, call Customer Care at 888-858-6245.

7.2. Who Uses NextMail Pro and Photo Capability

Mobile workers often have a need to document environments and provide proof of their location. With NextMail Pro and its photo feature, they can use their mobile phone to instantly report where they are, send photos and describe a situation that requires action or assurance that a job is done. NextMail Pro and Photo information is automatically saved in the sender's on line NextMail account for documenting and archiving field information. NextMail Pro and Photo capability is ideal for substantiating a variety of situations including:

- Pick up or delivery workers can photograph a car blocking access and justify return visit charges.
- Overfilled trash containers can be documented for customer billing purposes.
- Social workers can document and verify a home visit with photographs.
- Public service workers can send photographs of potholes or other repairs needed.
- Field service workers can send a photograph of a technical problem to supervisors to get advice.

7.3. What You Should Know About Photos

For each NextMail contact, the system creates an E-mail address for sending photos. MMS or E-mail may be used to send the photos. The sender simply captures a photo and sends it to the desired NextMail contact's E-mail address stored in their phone. After the photo is sent, the sender simply sends a NextMail message to the same contact.

7.4. Before You Make a Messages with Photos

Before you make your first call, ensure the following steps are complete:

7. Agree to the GPS privacy consent on www.sprint.com (you must be the Account Manager on your Sprint account.)
8. Login to www.nextmail.com and add or edit your contact(s) to include the Pro option.
   - To add a new contact with NextMail Pro enabled, see Add Individual Contacts
   - To edit an existing contact to include NextMail Pro, see Edit Individual Contact's Messaging and Notification Options
9. Save the NextMail contact and number to your mobile phone.
10. If you plan on sending photos, you need to save the photo E-mail address to your mobile phone. You can send a vCard with the photo E-mail address to a BlackBerry or similar device.
    - To add send a vCard with the photo E-mail address to a BlackBerry or similar device, see Edit Individual Contact's Messaging and Notification Options

7.5. Photo E-mail Addresses

For each NextMail contact, the system creates an E-mail address for sending photos. The format of the photo E-mail address depends on if the message will be sent using the Direct Connect number (800*10001*25) or a regular mobile phone number (858-523-8977). If your account is set up to use both, you can store both types of numbers and a photo E-mail addresses in the contact.

For instance, a trash company uses the contact, "Dumpster Blocked" to indicate that a car is blocking a dumpster and they cannot perform a pickup. The NextMail number assigned to "Dumpster Blocked" is 800*10001*25 (Direct Connect) and/or 858-523-8977 (regular). The Photo E-mail address format is: PTN.ID@p.nextmail.com where PTN is your mobile phone number and ID is the last field of the regular number assigned to the "Dumpster Blocked" contact.

Using the example contact "Dumpster Blocked" with a user's PTN number of 858-518-4000, the E-mail address for photos would be the following:

8585184000.8977@p.nextmail

PTN.ID@p.nextmail.com

7.6. Store a Contact with Photo Capability to a Mobile Phone

The number(s) and E-mail address format(s) you store in your phone will depend on if you are using Direct Connect (example: 800*10001*25) or regular (example: 858-523-8977). If your account is set up to use both, you can store both types of numbers with the contact.

If you checked the *Send to Phone* box when creating your contacts, you will receive a text message notice on your mobile phone to add the number to your phonebook. Many phone models allow you to scroll down and highlight the number in the text message and then press *Save* to automatically enter it into the phonebook.

The exact steps for adding a contact will depend on your mobile phone model.

1. On your mobile phone select **Contacts**.
2. Select **Add New Contact**.
3. Type the contact name. You can add a character to the beginning of the name, such as period, to group all of your NextMail contacts together.
4. If you are using a Direct Connect number (example: 800*10001*25) enter the contact number under **Direct Connect** or **Radio**. If using a regular phone number (example: 858-523-8977) enter the contact number under **Work**.
5. Save the photo E-mail address under E-mail. PTN.ID@p.nextmail.com where PTN is your mobile phone number and ID is the last field of the NextMail regular phone number assigned to the contact. For more information see, See Photo E-mail Addresses.

Note: to send the contact and photo E-mail address to your Smart phone from the web site, go to **Contacts** > click on the **Edit Contact** icon > select **Send vCard to my profile Email**. Follow the procedures for storing contacts from a vCard for your particular phone model.

Figure 7-17: Enter a New Contact

7.7. Send a Message with Photos

When you send a message with a photo, you must send the photo first, then send the audio message to ensure the photo will be associated with the correct message. You can use either Direct Connect or regular number to send the message.

1. Take the photo and send it to the photo E-mail address associated with the contact via E-mail or MMS example: user's *PTN.ID@p.nextmail.com.* The exact steps will depend on your phone model. Many phone models require that you wait until the photo has left the phone before sending the audio message.
2. Select the contact press the **Direct Connect** or **Call/Talk** button when you hear the prompt, speak your message.
3. When finished, release the **Direct Connect** button or press the **End** button. For a Direct Connect message, one or more beeps will confirm that your message has been sent.

If you are using a Push to Talk phone with a **Direct Connect** button follow the instructions for **Direct Connect**. All others use the **Call/Talk** and **End** buttons.

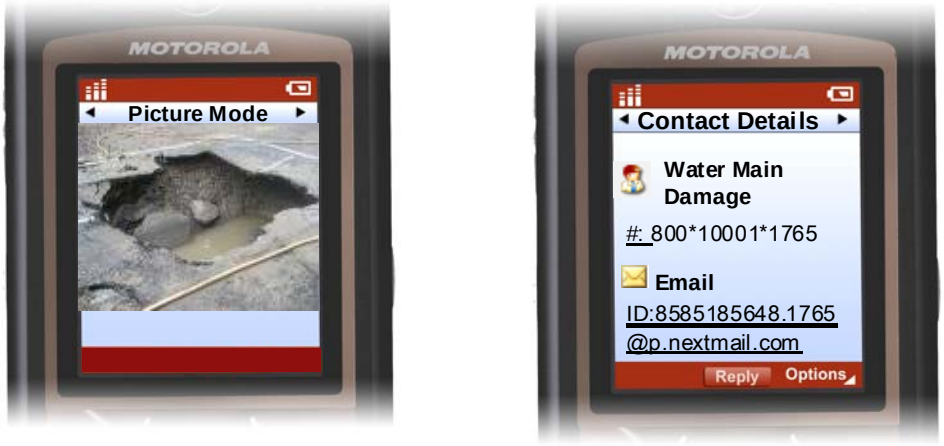

Figure 7-18: NextMail Message with Photos

7.8. Send a Message with Photos and Reference Number

When you send a message with a photo and reference number, send the photo first then the audio message. The exact steps may vary depending on the model of phone.

1. Take the photo and select the photo E-mail address associated with the contact example: **PTN.ID@p.nextmail.com**.
2. In **Subject** field of the photo E-mail, type in the reference number.*
3. Press **Send**. You can send via E-mail, MMS or Picture Mail (Reference number must be in the subject field if MMS or Picture Mail is used)
4. Most phone models require that you wait until the photo has left the phone before sending the audio message. Select the contact and press the **Direct Connect** or **Call/Talk** button. Once you hear the prompt, speak your message.
5. When finished, release the **Direct Connect** button or press the **End** button. For a Direct Connect message, one or more beeps will confirm that your message has been sent.

*To send a reference number without a photo, type the reference number in the Subject of the E-mail > send to the photo E-mail address > select the contact and press the Direct Connect or Send button.

Note: A photo not associated with a message will display on the web site in the Unassigned Photos page.

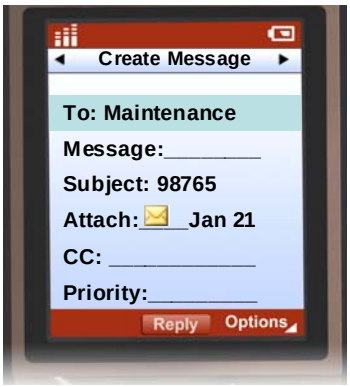

Figure 7-19: Send a Nextmail Message with Photos and a Reference Number

7.9. Manage Unassigned Photos

If a photo was not received, it may have been sent too early or too late to be associated with a message. From the Unassigned Photos page, you can view, delete or assign photos to a sent message.

7.9.1. View Unassigned Photos

View photos that were captured too early or too late after the message was sent.

1. From the main menu, select **Messages.**
2. Click on **Unassigned Photos**.
3. To enlarge the photos, click on the photo or the time stamp.

7.9.2. Assign Photos to a Sent Message

Photos that were captured too early or too late after the message was sent can be assigned to a sent message.

1. From the main menu, select **Messages.**
2. Click on **Unassigned Photos**.
3. Click on **Assign** above the photo.
4. From the list of Messages sent near selected photo, click **Select**.

7.9.3. Delete Unassigned Photos

1. From the main menu, select **Messages.**
2. Click on **Unassigned Photos**.
3. To delete the photo, click on **Delete** below the time stamp.

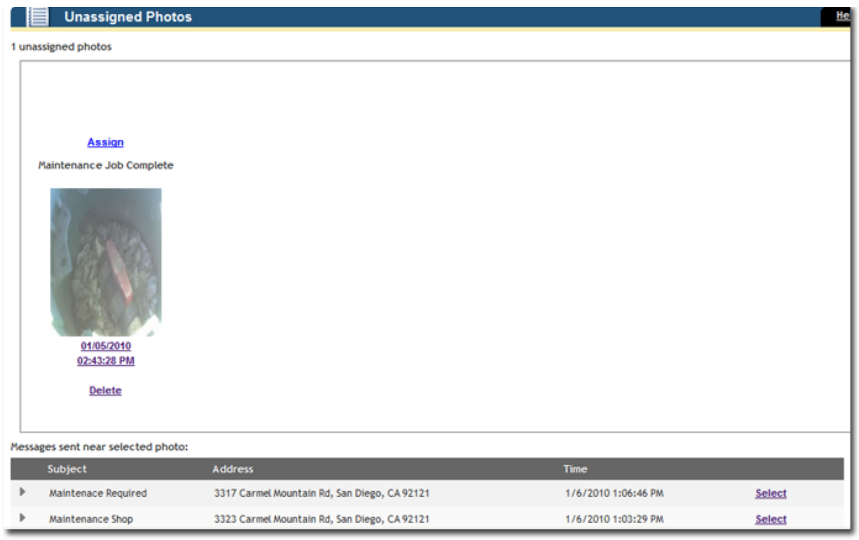

Figure 7-20: Unassigned Photos Page

7.9.4. Unassign a Photo Sent with a Message

If a photo was incorrectly sent with a message the photo can be removed from the message. Clicking **Unassign** will send the photo to the **Unassigned Photos Page**.

1. From the main menu select **Messages.**
2. Click on the **Edit** icon.
3. Click on **Unassign**.

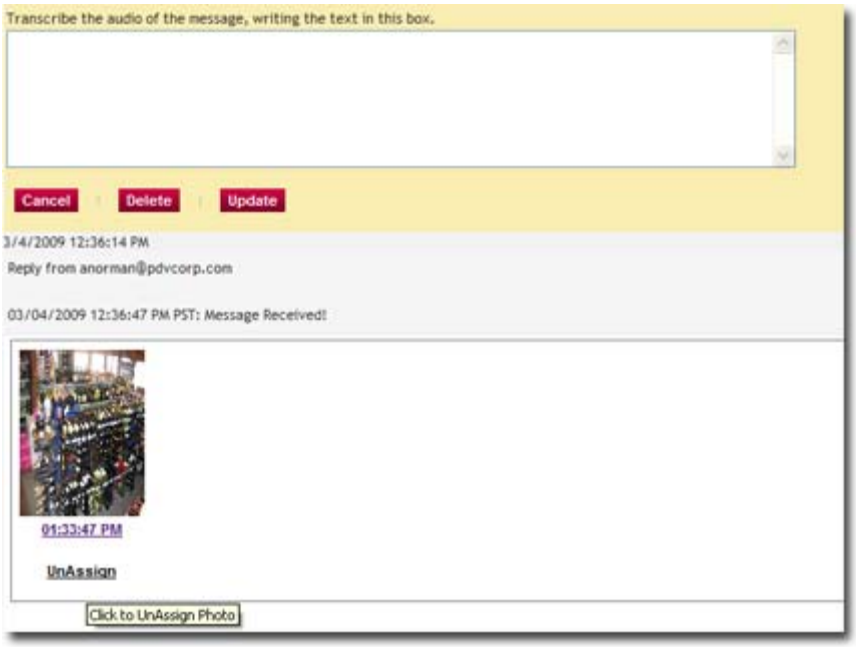

Figure 7-21: Unassign a Photo and Remove it from the Message

7.10. Tips for Sending Messages with the Best Location accuracy

- Your phone should be outside with a clear view of the sky. When possible, make your calls from outside a building or close to a window. When making a call from outside: stay away from bridges, hills, trees or tall buildings.
- Make sure you are calling from an area with adequate cell coverage.
- Make sure the mobile phone remains on after your call.
- After sending a message, do not use the phone for 30 seconds, it could interfere with the transmission of your location information. This includes all BlackBerry functions such as accessing the web.
- Wait at least 3 minutes before sending another message.

7.11. Tips for Sending Messages with Photos

- Send the photo first then send your message.
- Photos not associated with a message are displayed on the NextMail Web site in the Unassigned Photos page.
- Send pictures directly from the phone's cameras in JPG format. Other picture and movie formats such as bmp, movie and gif are not supported.
- If you are sending photos from a BlackBerry, MMS will provide the fastest method. Customers may incur additional charges for sending messages via MMS. Select the photo > Click on menu, to display two options: Send by email and Send by MMS > Select Send by MMS.

7.12. Trouble Shooting Messages with Location

If your contact received a message but no location information or error message try the following:

- Have your contact wait a few minutes and click the refresh button on their Internet browser or the F5 key on your keyboard.
- Go to www.nextmail.com > click on **Contacts** > under **Options** click the **Edit** icon > check the "**Attach real-time location**" box.
- Make sure that you have subscribed to the NextMail Pro service.
- Have you agreed to the GPS privacy consent on www.sprint.com? You must be the Account Manager for the mobile phone account.
- If it is a BlackBerry Curve 8350i, make sure the version of software you are running is at least version 4.7
- Power the phone off. Remove the battery. Wait 60 seconds. Power the phone back on.
- If you swap Sims you will need to first make a data connection to activate the phone correctly. Please notify Sprint of your current phone model on your account.
- Turn Location on in your phone or reset the GPS privacy.

- **Motorola i570, i355 (most iDEN phones):** Menu > More > GPS > Privacy > Unrestricted
- **Motorola ic902, (most PowerSource phones):** Menu > Settings/Tools > Settings > Location > OK > On
- **Blackberry i8350:** Menu > Options > Advanced Options > GPS > GPS Services: Location On & Privacy Setting: Unrestricted